

PacifiCare of Texas, Inc.

Austin/Dallas

Survey (CAHPS™3.0H) Results

Response Rate 40%

State Averages

Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results

Response Rate 32%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan 16% 37% 47%

On their health care 11% 33% 56%

On their specialist 11% 24% 65%

On their doctor or nurse 12% 34% 54%

State Averages

20% 38% 42%

12 34% 54%

12 29% 59%

12 34% 54%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

Got care without long waits 19% 30% 51%

Had doctors communicate well 8 25% 67%

Had courteous, respectful, & helpful office staff 4 25% 72%

Had their plan handle claims quickly & correctly 10% 33% 57%

State Averages

24% 30% 46%

9 29% 62%

8 26% 66%

10 33% 57%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

Getting needed care 51 3% 83%

With efficiency & helpfulness of customer service 6 20% 74%

State Averages

7 14% 79%

8 20% 72%